

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

APPLICANT(S):       Dakshi AGRAWAL et al.     ART UNIT:    2445  
APPLICATION NO.:    10/713,306                   EXAMINER: William GOODCHILD  
FILING DATE:        November 14, 2003         DATED:       December 29, 2010  
FOR:                 **METHOD AND APPARATUS TO ESTIMATE CLIENT  
PERCEIVED RESPONSE TIME**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT**

Sir:

In response to the Office Action of the United States Patent and Trademark Office dated September 29, 2010, please consider the following amendments and remarks.